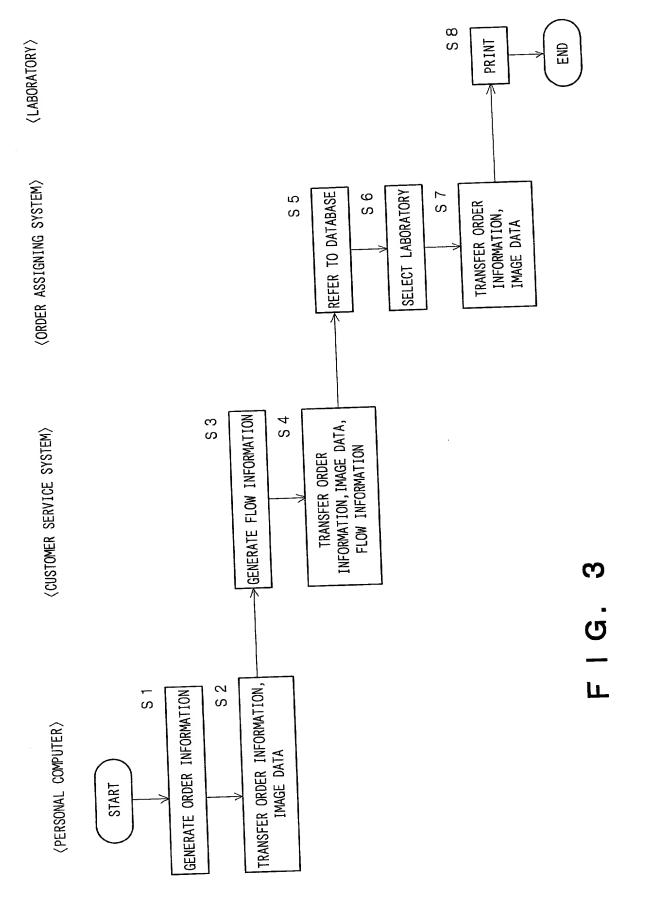


F I G. 2

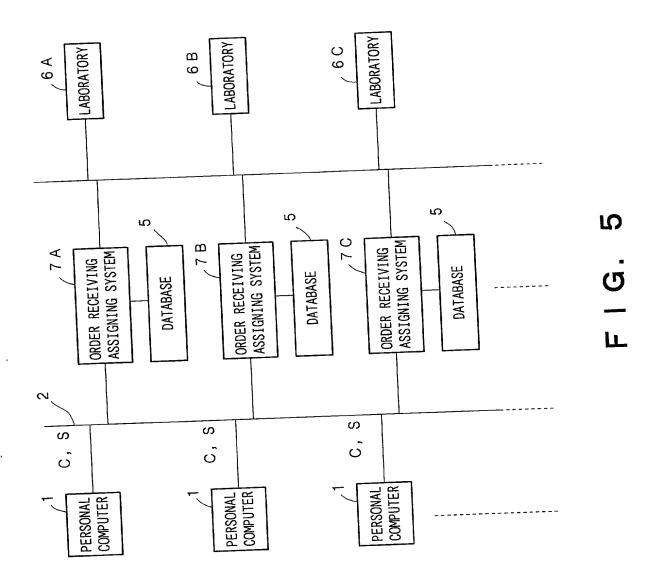
CUSTOMER SERVICE SYSTEM	FLOW INFORMATION	LABORATORY
3 A 3 A 3 B	0 0 0 1 0 0 0 2 6 A	6 B 6 C
3 C 3 C 3 C	KANAGAWA SHIZUOKA SAITAMA	6 C 6 A 6 B



Т 0	
LABORATORY	NUMBER OF ORDERS
6 A 6 B 6 C	4323 217 1023

F | G. 4

7 1 11 (1.)



1 2 1111